



Senior Travel Centre Specialist, Passenger

Position Description

Team:	Travel Centre Passenger	Location:	Christchurch
Reports to:	Travel Centre Manager		
Role Type:	Permanent		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

Interislander has been connecting New Zealand across Cook Strait for over 60 years. Interislander are the original Cook Strait Ferry, sailing between the North and South Islands (Wellington and Picton) every day, carrying passengers and freight. Along with breathtaking views, enjoy the onboard locally sourced cuisine, premium lounges and onboard activities.

Great Journeys New Zealand is the train tourism division of KiwiRail. GJNZ operate three scenic train journeys throughout the country, traveling from Auckland on the North Island all the way to Greymouth on the west coast of the south island. In 2022 GJNZ introduced multi-day rail tours, events and packages, growing the scenic rail day trips to be a regionally focused inbound operator.

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

The Travel Centre team plays a key role in driving passenger revenue growth, increasing the conversion of tours, events and packages by effectively managing global customer enquiries and turning sales opportunities into confirmed bookings through a structured sales pipeline.

The Senior Travel Centre Specialist is a hands-on, results driven role responsible for leading the team to improve the conversion of B2C and B2B enquiries, supporting consistent follow-up and helping customers move successfully through the sales process.

The role will assist the team and manage a broad range of customer enquiries, bookings, amendments and refunds, with a strong focus on growth by understanding customer needs, providing accurate and timely information, and increasing the proportion of enquiries that result in converted bookings. This includes consistent outbound following up to pursue open enquiries, quotes and incomplete bookings, identifying barriers to conversion and helping customers confidently complete their travel arrangements.

As a senior specialist, the role will support the Travel Centre Manager by providing day-to-day performance insights, , sharing product and systems knowledge, coaching colleagues and helping lift booking, customer service and conversion capability across the team. The role does not have formal people management responsibilities but is expected to role-model sales pipeline best practice through enquiry management, customer follow-up and conversion.

The role will also support the development of clearer performance reporting, including enquiry volumes, conversion rates, outbound activity and overall booking performance. It will use these insights to identify and make recommendations to improve customer processes, team practices and overall Travel Centre performance.

The role will remain closely involved in booking administration and customer servicing. It will help streamline booking processes, system improvements and the use of CRM, and support the transition from a largely end-to-end Travel Centre model to a more integrated all-of-Passenger approach that enables enquiries and bookings to be managed efficiently across the wider Passenger business.

As a Travel Centre subject matter expert, the role will also provide customer, product and process insights to the wider passenger team as required. This would most frequently involve the Tour Operations and Marketing teams.

The role will support Customer Contact Centre and station activity when required, including check-in, customer disruptions which could include work outside of normal office hours.

Key Accountabilities

Within the area of responsibility, this role is required to:

Customer Enquiry Management & Conversion

- Lead and support the team through complex B2B and B2C customer enquiries from initial contact through to confirmed booking and documentation.
- Maximise enquiry-to-booking conversion through timely follow-up, effective customer engagement and tailored travel solutions.

- Promote KiwiRail's tours, events, rail and ferry products, identifying opportunities to enhance customer itineraries and overall experience.
- Deliver exceptional customer service across all customer channels, including phone, email, chat and social media.

Booking & Operational Excellence

- Lead the team and assist with processing bookings, amendments, cancellations and refunds accurately and efficiently.
- Manage complex itineraries and specialist travel requirements.
- Maintain high standards of booking accuracy, documentation and customer communications.
- Support Customer Contact Centre operations, station check-in activities and customer disruption management as required.
- Provide emergency on-call support when rostered.

Commercial Performance & Insights

- Lead and support the team to maximise sale enquires and drive Travel Centre performance
- Lead the timely collation and monitoring of enquiry volumes, booking activity and conversion performance.
- Prepare sales and operational performance reporting for the Travel Centre Manager.
- Identify trends, barriers to conversion and recommend opportunities to improve customer outcomes and commercial performance.
- Contribute to achieving agreed conversion, revenue and customer satisfaction (NPS) targets.

Process & Systems Improvement

- Identify and recommend best practice opportunities to simplify booking processes and improve operational efficiency.
- Support and implement continuous improvement initiatives across the Travel Centre.
- Champion best practice use of booking systems, CRM and customer technologies.
- Maintain high standards of data quality and system integrity.

Capability & Team Support

- Act as a senior specialist within the Travel Centre, providing guidance and support to team members.
- Identify product knowledge, booking expertise and best practice gaps for training to lift team capability.
- Support onboarding, coaching and ongoing development of colleagues.
- Role-model best practice customer service, enquiry management and booking processes.
- Support the Travel Centre Manager to embed consistent processes, service standards and ways of working.

Key Challenges

- Improving enquiry-to-booking conversion while maintaining an exceptional customer experience.
- Balancing proactive customer follow-up with a high volume of booking administration and operational support.
- Supporting the evolution of the Travel Centre from a reactive booking function to a more proactive, customer-focused service.
- Identifying and implementing process improvements that reduce administration and improve efficiency.
- Influencing and supporting team capability without formal people management responsibility.
- Maintaining accurate, timely reporting and customer data across multiple systems.

- Managing complex bookings, operational disruptions and changing customer priorities while meeting service and performance expectations.
- Supporting multiple Passenger functions and adapting to changing operational priorities across the business.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Travel Centre Manager		✓	✓	✓
	Passenger Marketing, Product Development, Operations, Customer Experience & Revenue		✓	✓	✓
	Sales / Trade Team Passenger		✓	✓	✓
	Brand Strategy Team C&G			✓	✓
	Travel Centre Teams			✓	✓
	Revenue team Passenger		✓	✓	✓
	Crew & onboard Experience GJNZ & commuter			✓	✓
	Fleet operations GJNZ & commuter			✓	✓
	IIL Crew Operations			✓	✓
External	Tourism Industry partners: TIA, TNZ, RTOs, etc			✓	✓
	Technical stakeholders			✓	✓
	Customers		✓		

What you will do to contribute

Health Safety and Wellbeing

- Follow safety procedures across all Travel Centre, café, and station environments.
- Identify and report hazards, incidents, and near-misses to maintain a safe workplace.
- Ensure a safe and supportive environment for customers, particularly during disruptions.
- Support wellbeing of teammates and customers through calm, clear communication.

Customer Focus

- Deliver exceptional customer experiences across all customer channels, including phone, email, chat, in person and social media.

	• Manage complex B2B and B2C enquiries, providing expert advice and tailored travel solutions. • Maximise enquiry-to-booking conversion through proactive follow-up and outstanding customer engagement. • Build customer confidence through expert product knowledge and personalised travel recommendations. • Manage customer feedback, including digital channels such as Facebook and TripAdvisor, identifying opportunities for continuous improvement. • Support check-ins, seating adjustments and disruption communications while maintaining a customer-first approach.
High Performing Teams Skills	• Act as a senior technical specialist, providing day-to-day guidance, support and coaching to colleagues. • Share product knowledge, booking expertise and best practice to lift team capability and consistency. • Support onboarding and ongoing capability development across the Travel Centre. • Foster a collaborative, accountable and customer-focused team environment. • Champion continuous learning and contribute positively to team performance and engagement.
Commercial Acumen	• Contribute to achieving agreed enquiry conversion, revenue and customer satisfaction (NPS) targets. • Identify opportunities to improve enquiry conversion, booking efficiency and customer outcomes. • Monitor enquiry and booking activity, providing accurate reporting and insights to support business performance. • Optimise the use of booking systems and CRM to improve customer management and operational effectiveness. • Process bookings, amendments, refunds and payment transactions accurately while maintaining strong commercial awareness.
Service Excellence and Operational Support	• Deliver high-quality customer experiences across all Travel Centre operations. • Adapt to operational priorities across Auckland, Wellington and Christchurch, including disruption response and station support. • Support smooth operations through seating changes, emergency phone coverage and customer communications. • Identify opportunities to streamline processes, reduce administration and improve operational efficiency. • Maintain high service standards during peak periods while balancing customer expectations and operational requirements.
Core Competencies and Attributes	• Customer & Product Expertise – Demonstrates expert knowledge of KiwiRail's passenger products, services and tourism offerings, providing trusted advice to customers and colleagues. • Commercial Awareness – Understands the drivers of enquiry conversion, customer value and business performance, identifying opportunities to improve outcomes.

-
- Coaching & Capability Development – Shares knowledge, supports colleagues and contributes to building capability across the Travel Centre.
 - Continuous Improvement – Identifies opportunities to improve processes, systems and customer experiences and supports the implementation of practical solutions.
 - Communication & Influencing – Communicates confidently and professionally, adapting style to customers, colleagues and stakeholders.
 - Problem Solving – Uses sound judgement to resolve complex customer enquiries, balancing customer needs with commercial and operational considerations.
 - Technical Proficiency – Confidently uses booking systems, CRM and digital tools to deliver efficient customer outcomes and accurate reporting.
 - Adaptability & Resilience – Thrives in a dynamic environment, effectively managing competing priorities and operational change.
 - Professionalism & Accountability – Demonstrates initiative, reliability and ownership, consistently role modelling KiwiRail's values and customer service standards.
-

Decision Making

This role exercises judgement and makes independent day-to-day decisions relating to:

- Customer enquiries, bookings, amendments and refunds within delegated authority.
- Prioritisation of customer enquiries and follow-up activities to maximise conversion.
- Resolution of complex customer issues and escalation where appropriate.
- Recommendations to improve enquiry conversion, customer experience and operational processes.
- Booking system utilisation and data integrity.
- Customer communication priorities during normal operations and service disruptions.
- Day-to-day guidance and technical support provided to colleagues.

The role contributes advice and recommendations to the Travel Centre Manager on:

- Enquiry conversion performance and customer trends.
- Sales and operational reporting.
- Process improvements and system enhancements.
- Team capability development and knowledge sharing.
- Customer experience initiatives and continuous improvement opportunities.

More significant commercial, financial or operational decisions are escalated to the Travel Centre Manager.

Success in the role is demonstrated through:

- Meeting and exceeding enquiry-to-booking conversion targets.
- Accurate and timely booking and sales pipeline administration.
- Strong and consistent sales and operational reporting.
- Improved team capability, embedding best practice and knowledge sharing through continuous improvement
- Meeting and exceeding collective target levels of customer satisfaction (NPS).
- Continuous improvement of systems and processes.
- Compliance with KiwiRail policies, procedures and data security requirements.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- You bring 3+ years' experience in a performance-driven customer service, tourism, travel sales or contact centre environment where enquiry conversion, sales activity, customer satisfaction and accuracy are actively measured.
- You have proven ability to convert inbound enquiries and open quotes into confirmed bookings through structured follow-up, strong product knowledge, confident questioning and clear customer recommendations.
- You are commercially aware and understand how individual activity, response times, quote quality, booking value, conversion rates and customer experience contribute to overall performance.
- You are confident using booking systems, POS platforms, CRM or pipeline tools, to manage enquiries accurately and efficiently.
- You understand payment processing, reconciliations, refunds and transaction accuracy, and can balance customer service with sound financial control.
- You are familiar with the needs of both B2B and B2C customers and can tailor your approach for direct customers, trade partners and complex travel requirements.
- You can interpret basic sales and service reporting, identify gaps in performance or process, and recommend practical actions that improve conversion, efficiency and customer outcomes.
-

Ways of working / Work-related qualities

- You are proactive, sales-focused and motivated by clear targets, performance measures and continuous improvement.
- You work well under pressure, manage competing priorities and maintain pace, accuracy and professionalism during peak enquiry periods or operational disruption.
- You have the confidence to identify better practice and help embed more disciplined sales, follow-up and customer-management routines.
- You communicate clearly and persuasively in person, by phone and through written digital channels, adapting your style for customers, colleagues and stakeholders.
- You are customer-focused and commercially balanced,
- You are confident working independently and as part of a team, and can role-model best practice for colleagues
- You are resilient, practical and solution-oriented, with the discipline to follow through on open enquiries, incomplete bookings, customer feedback and agreed performance actions.
- You bring curiosity, initiative and a willingness to learn from external best practice, using data, customer insight and frontline experience

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

- A certificate or diploma in travel, tourism, or hospitality
or
- Equivalent work experience in a customer-facing role in the travel industry